

- 1) Yes I think VRS should be 24/7
- 2) The 10 sec. call policy should be waved due to staffing issues and the time it takes to interpret an ASL call
- 3) There should be no time limit on calls.
- 4) VRS Staff should be able to gain as much background information as possible before the call is initiated so full understanding of the situation can be realized.
- 5) Obscene calls are no different then sexual harrassment and should be handled in such a way. They should be reported and given the same treatment as all threatening or sexually explicit situations. The call should be terminated.
- 6) If there is idle time then they should release eye contact but still remain in the (window) for when the call is no longer idle.